Family Service

Mental Health Center of Cicero

Fail and Cancellation Policy

We believe that attending sessions consistently is important to a successful outcome, we have established the following policies:

- If you miss an appointment without providing us with at least 24 hour notice, you are charged $20. If you notify us in advance that you need to cancel an appointment, we may be able to reschedule the appointment for another time that week or take other steps to help you keep the appointment. For instance, we may be able to do a session over the phone instead of in the office or help with transportation if that is keeping you from attending your appointment.

- If you miss 3 appointments within a 3 month period, you will be charged $20 for each missed appointment thereafter. You will be charged this fee even if you call us in advance to cancel the appointment unless you reschedule the appointment within the same week.

- If you need to cancel or reschedule please call our business office at 708-656-6430 press 0 for the office. Office staff answers calls Monday – Thursday 9am to 5pm and Friday 9am to 1pm. If you call after hours please leave a message and we will call you on the next business day.

Our purpose in establishing these policies is to encourage you to attend your scheduled appointments faithfully so that you can begin to feel better and function better as quickly as possible.

If you have any questions about these policies, please discuss this with your Therapist.